

11b. Measurement	
Percent Repeat Reports - Design	
Definition:	
Percent of network customer trouble reports received within 30 calendar days of a previous customer report.	
Exclusions:	
<ul style="list-style-type: none"> • UNE and Interconnection Trunk 	
Business Rules:	
Includes customer trouble reports received within 30 calendar days of an original customer report. When the second report is received in 30 days, the original report is marked as an Original of a Repeat, and the second report is marked as a Repeat. If a third report is received within 30 days, The second report is marked as an Original of a Repeat as well as being a Repeat, and the third report is marked as a Repeat. In this case there would be two repeat reports.	
Levels of Disaggregation:	
See Measurement 4b.	
Calculation:	Report Structure:
Count of network customer trouble reports received within 30 calendar days of a previous customer report ÷ total network customer trouble reports) * 100	Reported for CLEC, all CLECs and SWBT
Benchmark:	
Parity with SWBT Retail	

11c. Measurement	
Percent Repeat Reports - UNE	
Definition:	
Percent of network customer trouble reports received within 30 calendar days of a previous customer report.	
Exclusions:	
<ul style="list-style-type: none"> • Specials and Interconnection Trunks • Excludes all UNE Combos other than 8db loops with test access. 	
Business Rules:	
Includes customer trouble reports received within 30 calendar days of an original customer report. When the second report is received in 30 days, the original report is marked as an Original of a Repeat, and the second report is marked as a Repeat. If a third report is received within 10 days, the second report is marked as an Original of a Repeat as well as being a Repeat, and the third report is marked as a Repeat. In this case there would be two repeat reports. If either the original or the second report within 30 days is a measured report, then the second report counts as a Repeat report.	
Levels of Disaggregation:	
UNEs contained in the UNE price schedule, and / or agreed to by the parties.	
Calculation:	Report Structure:
Count of network customer trouble reports received within 30 calendar days of a previous customer report ÷ total network customer trouble reports) * 100	Reported for CLEC, all CLECs and SWBT
Benchmark:	
See Measurement 4c.	

12a. Measurement	
Receipt To Clear Duration - POTS	
Definition:	
Average duration of customer trouble reports from the receipt of the customer trouble report to the time the trouble report is cleared.	
Exclusions:	
<ul style="list-style-type: none"> • Excludes subsequent reports. A subsequent report is one that is received while an existing repair report is open. • Excludes disposition code "13" reports (excludable reports) with the exception of code 1316 unless the report is taken prior to the completion of the service order. 	
Business Rules:	
The clock starts on the date and time SWBT receives a trouble report. The clock stops on the date and time that SWBT personnel clear the repair activity and complete the trouble report in WFA.	
Levels of Disaggregation:	
POTS <ul style="list-style-type: none"> • Business class of service • Residence class of service • Dispatch • No Dispatch • Affecting Service • Out of Service UNE Combo <ul style="list-style-type: none"> • Dispatch • No Dispatch • Affecting Service • Out of Service 	
Calculation:	Report Structure:
$\Sigma[(\text{Date and time SWBT clears ticket with the CLEC}) - (\text{Date and time ticket received})] \div \text{Total customer trouble reports}$	Reported for POTS Resale trouble reports by CLEC, all CLECs and SWBT
Benchmark:	
POTS – Parity with SWBT Retail. UNE Combo – Parity with SWBT Business and Residence combined.	

12b. Measurement	
Mean Time To Restore - Design	
Definition:	
Average duration of network customer trouble reports from the receipt of the customer trouble report to the time that the trouble report is cleared.	
Exclusions:	
<ul style="list-style-type: none"> • UNE and Interconnection Trunk • No Access time • Delayed Maintenance time 	
Business Rules:	
The start time is when the customer report is received and the stop time is when the report is closed in WFA. Specials are selected based on a specific service code off of the circuit ID.	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • Resold Specials - DDS, DS1, DS3, Voice Grade Private Line (VGPL), ISDN and any other services available for resale • UNE Loop and Port - ISDN and other combinations 	
Calculation:	Report Structure:
$\Sigma[(\text{Date and time trouble report is cleared with the customer}) - (\text{date and time trouble report is received})] \div \text{total network customer trouble reports}$	Reported for CLEC, all CLECs and SWBT
Benchmark:	
Parity with SWBT Retail	

12c. Measurement	
Mean Time To Restore - UNE	
Definition:	
Average duration of network customer trouble reports from the receipt of the customer trouble report to the time the trouble report is cleared excluding no access and delayed maintenance.	
Exclusions:	
<ul style="list-style-type: none"> • Specials and Interconnection Trunks • Excludes all UNE Combos other than 8db loops with test access. 	
Business Rules:	
The start time is when the report is received. The stop time is the stop time is when the report is cleared in WFA.	
Levels of Disaggregation:	
UNEs contained in the UNE price schedule, and / or agreed to by the parties.	
Calculation:	Report Structure:
$\Sigma[(\text{Date and time trouble report is cleared with the customer}) - (\text{date and time trouble report is received})] \div \text{total network customer trouble reports}$	Reported for CLEC, all CLECs and SWBT
Benchmark:	
See Measurement 4c.	

13a. Measurement	
Trouble Report Rate - POTS	
Definition:	
The number of customer trouble reports per 100 lines.	
Exclusions:	
<ul style="list-style-type: none"> Excludes reports caused by customer provided equipment (CPE) or wiring Excludes all disposition "13" reports (excludable reports) with the exception of code 1316 unless the report is taken prior to the completion of the service order. 	
Business Rules:	
CLEC and SWBT repair reports are entered into and tracked via WFA. They are downloaded nightly into LMOS. Reports are counted in the month they post to LMOS.	
Levels of Disaggregation:	
POTS <ul style="list-style-type: none"> Business class of service Residence class of service UNE Combo - None	
Calculation:	Report Structure:
[Total number of customer trouble reports ÷ (total lines ÷ 100)]	Reported for POTS Resale trouble reports by CLEC, all CLECs and SWBT
Benchmark:	
POTS – Parity with SWBT Retail. UNE Combo – Parity with SWBT Business and Residence combined.	

13b. Measurement	
Failure Frequency - Design	
Definition:	
The number of network customer trouble reports within a calendar month per 100 circuits.	
Exclusions:	
<ul style="list-style-type: none"> • UNE and Interconnection Trunks 	
Business Rules:	
CLEC and SWBT repair reports are entered into and tracked via WFA. Reports are counted in the month they post.	
Levels of Disaggregation:	
See Measurement 4b.	
Calculation:	Report Structure:
$\frac{[\text{Count of network trouble reports}]}{(\text{Total Resold circuits} \div 100)}$	Reported for CLEC, all CLECs and SWBT
Benchmark:	
Parity with SWBT Retail	

13c. Measurement	
Trouble Report Rate - UNE	
Definition:	
The number of network customer trouble reports within a calendar month per 100 UNEs.	
Exclusions:	
<ul style="list-style-type: none"> • Specials and Interconnection Trunks • Excludes Non-measured reports (CPE, Interexchange, and Information reports) • Excludes UNE Combos captured in the POTS or Specials measurements 	
Business Rules:	
Repair reports are entered into and tracked via WFA. Reports are counted in the month they post.	
Levels of Disaggregation:	
UNEs contained in the UNE price schedule, and / or agreed to by the parties.	
Calculation:	Report Structure:
[Count of network trouble reports ÷ (Total UNEs ÷ 100)]	Reported for CLEC, all CLECs and SWBT
Benchmark:	
See Measurement 4c.	

Interconnection

14. Measurement	
Average Trunk Restoration Interval for Service Affecting Trunk Groups	
Definition:	
The average time to restore service affecting trunk groups.	
Exclusions:	
None	
Business Rules:	
Service affecting is defined as 20% of a trunk group out-of-service that causes trunk group blockage. The clock starts on receipt of a trouble ticket from the CLEC that identifies a service affecting condition. The clock stops after completion of work by SWBT.	
Levels of Disaggregation:	
<ul style="list-style-type: none">• Tandem trunk groups.• Non-Tandem trunk groups.• By Market Region.	
Calculation:	Report Structure:
Total trunk group outage time / total trunk group trouble reports	Reported for CLEC, all CLECs and SWBT.
Benchmark:	
Tandem trunk groups – 1 hour / Non-Tandem – 2 hours.	

15. Measurement	
Percent Trunk Blockage	
Definition:	
Percent of calls blocked on outgoing traffic from SWBT end office to CLEC end office and from SWBT tandem to CLEC end office	
Exclusions:	
None.	
Business Rules:	
<p>Blocked calls and total calls are gathered during the official study week each month. This week is chosen from a pre-determined schedule.</p> <p>No penalties or liquidated damages apply:</p> <ul style="list-style-type: none"> • If CLECs have trunks busied-out for maintenance at their end, or if they have other network problems which are under their control. • SWBT is ready for turn-up on Due Date and CLEC is not ready or not available for turn-up of trunks. • If CLEC does not take action upon receipt of Trunk Group Service Request (TGSR) or ASR within 3 days when a Call Blocking situation is identified by SWBT or in the timeframe specified in the ICA. • If CLEC fails to provide a forecast. • If CLECs actual trunk usage, as shown by SWBT from traffic usage studies, is more than 25% above CLEC's most recent forecast, which must have been provided within the last six-months unless a different timeframe is specified in an interconnection agreement <p>The exclusions do not apply if SWBT fails to timely provide CLEC with traffic utilization data reasonably required for CLEC to develop its forecast or if SWBT refuses to accept CLEC trunk orders (ASRs or TGSRs) that are within the CLEC's reasonable forecast regardless of what the current usage data is.</p>	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • The SWBT end office to CLEC end office and SWBT tandem to CLEC end office trunk blockage will be reported separately • By Market Region 	
Calculation:	Report Structure:
(Count of blocked calls ÷ total calls offered) * 100	Reported for CLEC, all CLECs and SWBT
Benchmark:	
Dedicated Trunk Groups not to exceed blocking standard of B.01.	

Local Number Portability

16. Measurement	
Percentage of Premature Disconnects (Coordinated Cutovers)	
Definition:	
Percentage of coordinated cutovers where SWBT prematurely disconnects the customer prior to the scheduled conversion.	
Exclusions:	
None	
Business Rules:	
A premature disconnect occurs any time SWBT disconnects the CLEC customer prior to the CLEC being on line.	
Levels of Disaggregation:	
None	
Calculation:	Report Structure:
(Count of prematurely disconnected customers ÷ total coordinated conversion customers) * 100	Reported by CLEC and all CLECs disaggregated by INP and INP with UNE loop.
Benchmark:	
2% or less premature disconnects starting 10 minutes before scheduled time.	

Collocation

17. Measurement	
Percent Missed Collocation Due Dates	
Definition:	
The percent of SWBT caused missed due dates for Collocation projects.	
Exclusions:	
None	
Business Rules:	
<p>The clock starts when SWBT receives, in compliance with the approved tariff, payment and return of proposed layout for space as specified in the application form from the CLEC and the clock stops when the collocation arrangement is complete and ready for CLEC occupancy. Due Date Extensions will be extended when mutually agreed to by SWBT and the CLEC, or when a CLEC fails to complete work items for which they are responsible in the allotted time frame. The extended due date will be calculated by adding to the original due date the number of calendar days that the CLEC was late in performing said work items. Work items include but are not limited to:</p> <ul style="list-style-type: none"> • CLEC return to SWBT corrected and complete floor plan drawings • CLEC placement of required component(s) • If the business rules and tariff are inconsistent, the terms of the tariff will apply. 	
Levels of Disaggregation:	
Physical, virtual, cageless and additions	
Calculation:	Report Structure:
(count of number of SWBT caused missed due dates for physical collocation facilities ÷ total number of physical collocation projects) * 100	Reported for individual CLEC and all CLECs
Benchmark:	
95% within the due date. Damages and Assessments will be calculated based on the number of days late.	

Billing

18. Measurement	
Billing Timeliness (Wholesale Bill)	
Definition:	
Billing Timeliness measures the length of time from the billing date to the time it is sent or transmitted (made available) to the CLECs.	
Exclusions:	
Excludes Weekends and Holidays	
Business Rules:	
The transmission date is used to gather the data for the reporting period. The measurement counts the number of workdays between the bill day and transmission date for each bill.	
Levels of Disaggregation:	
None	
Calculation:	Report Structure:
(Count of bills transmitted on time ÷ total number of bills released) * 100	Reported for CLEC and all CLECs
Benchmark:	
95% within 6 th workday	

OSS

19. Measurement	
OSS Interface Availability	
Definition:	
Percent of time OSS interface is available compared to scheduled availability.	
Exclusions:	
None	
Business Rules:	
<p>The total “number of hours functionality to be available” is the cumulative number of hours (by date and time on a 24 hour clock) over which SWBT plans to offer and support CLEC access to SWBT’s operational support systems (OSS) functionality during the reporting period. “Hours Functionality is Available” is the actual number of hours, during scheduled available time, that the SWBT interface is capable of accepting or receiving CLEC transactions or data files for processing through the interface and supporting operational support systems (OSS). The actual time available is divided by the scheduled time available and then multiplied by 100 to produce the “percent system availability” measure. SWBT will not schedule normal maintenance during business hours (8 am. to 5:30 PM. Monday through Friday).</p>	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • None 	
Calculation:	Report Structure:
((Hours functionality is available during the scheduled available hours) ÷ Scheduled system available hours)) * 100	Reported on an aggregate CLEC basis by interface e.g. EASE, DATAGATE, VERIGATE, LEX, EDI and TOOLBAR. The RAF will be reported on an individual CLECs basis
Benchmark:	
99%	

Interconnection

20. Measurement	
Common Transport Trunk Blockage	
Definition:	
Percentage of local common transport trunk groups exceeding 2% blockage.	
Exclusions:	
No data is collected on weekends	
Business Rules:	
Blocked calls and total calls are gathered during the official study week each month.	
This week is chosen from a pre-determined schedule.	
Levels of Disaggregation:	
<ul style="list-style-type: none"> • Common trunk groups where CLECs share ILEC trunks, and Common trunk groups for CLECs not shared by ILEC. • By Market Region. 	
Calculation:	Report Structure:
(Number of common transport trunk groups exceeding 2% blocking ÷ total common transport trunk groups) * 100.	Reported on local common transport trunk groups.
Benchmark:	
3% Blockage	

**SBC/AMERITECH PERFORMANCE MEASUREMENT BUSINESS RULES
(CALIFORNIA AND NEVADA)**

OSS

1. Measurement

Average FOC/LSC Notice Interval

Definition:

Average time from receipt of a service request to returning a Firm Order Confirmation (FOC)/Local Service Confirmation (LSC).

Exclusions

- ☐ Excludes non-business days.
- ☐ Exclude PIC and LPIC orders.

Business Rules:

- ☐ The start time of requests received after the end of the business day will be the beginning of the next business day. Business day is defined as published hours of operation or the ILEC ordering center.
 - Business days (M-F, excluding PB/NB official holidays)
 - Business hours:
 - Resale/Retail 8 a.m. to 5 p.m.
 - Facility based 8 a.m. to 5 p.m.
- ☐ Excludes non-business days.
- ☐ Elapsed time calculated in hours.
- ☐ Exclude PIC and LPIC orders.
- ☐ If UNE and PNP occur on the same service order, UNE used for reporting the measure.
- ☐ Report period is calendar month.

Disaggregation:

- Electronically received/electronically handled
- Electronically received/manually handled
- Manually received/manually handled
- Service Group Type
- Interconnection trunks by New and Augment

Calculation:

Mechanized:

**Sum ((Date and Time of FOC/LSC) –
(Business Date and Time of Receipt of Valid
Service Request)) / (Number of FOCs/LSCs
Sent in Reporting Period)**

Manual:

**Sum ((Fax Date and Time Returned) –
(Business Date and Time receipt of valid fax
service request)) / (Number of Faxes
Submitted in Reporting period)**

Held and Denied Interconnection Trunk

Requests:

**Sum (Date Request is Released) – (Date
Request is Originally Received) / (Number
of Requests Held and Released)**

Benchmark:

Fully electronic flow through: Average 20 minutes

Electronically received/manually handled: Average 6 hours

Manually received/manually handled: Average 12 hours

Interconnection Trunks Standard –

- **Average 7 days (New)**
- **Average 4 days (Augment)**
- **Held and denied requests – average interval (diagnostic only)**

Report Structure:

Needs to be reported by:

- **CLEC**
- **CLECs in the aggregate**
- **ILEC Affiliates**

2. Measurement

Average Response Time (to Pre-Order Queries)

Definition:

The response interval for each pre-ordering query is determined by computing the elapsed time from the ILEC receipt of the query from the CLEC, whether or not syntactically correct, to the time the ILEC returns the requested data to the CLEC.

Exclusions

None

Business Rules:

- ☐ The start time of requests received after the end of the business day will be the beginning of the next business day. Business day is defined as published hours of operation or the ILEC ordering center.
 - Business days (M-F, excluding PB/NB official holidays)
 - Business hours:
 - Resale/Retail 8 a.m. to 5 p.m.
 - Facility based 8 a.m. to 5 p.m.
- ☐ System hours as published currently available 20 hours per day, 7 days per week.
- ☐ Elapsed time calculated in seconds.
- ☐ By the following requests:
 - Address verification/Dispatch required
 - Facility availability
 - Request for telephone number
 - Request for customer service record
 - Service availability
 - Service appointment scheduling (due date)
 - Rejected/Failed inquiries

Disaggregation:

- ☐ By interface type including fax.
- ☐ By query type.
- ☐ By the following request types:
 - Address verification/Dispatch required
 - Facility availability
 - Request for telephone number
 - Request for customer service record
 - Service availability
 - Service appointment scheduling (due date)
 - Rejected/Failed inquiries

Calculation:**OSS Interface Transaction Time**

Sum ((Query Submission Date and Time to Legacy System Access) – (Query Submission Date and Time to OSS Interface) + (Query Response Date and Time to CLEC) – (Query Response Date and Time from Legacy System Access)) / (Number of Queries Submitted in Reporting Period)

Legacy System Transaction Time

Sum ((Query Response Date and Time from Legacy System) – (Query Submission Date and Time to Legacy System)) / (Number of Queries Submitted in Reporting Period)

Manual: (CSRs only)

(# of CSR's Returned within 4 Business Hours) / (# of CSRs Returned) x 100

Benchmark:☐ **Mechanized:**

- Interface transaction time: Benchmark to be determined October 1999.

☐ **Legacy System time: Parity**☐ **Manual:**

- CSRs Standard – 95% in 4 hours
- Facilities Availability Inquiries (K1023)

Report Structure:☐ **Needs to be reported by:**

- CLEC
- CLECs in the aggregate
- ILEC
- ILEC Affiliates

3. Measurement

Percentage of Flow-Through Orders

Definition:

Measures the percentage of mechanized service requests processed on a flow through basis.

Exclusions

- ☐ Exclude PIC and LPIC orders.

Business Rules:

- ☐ Report period is a calendar month.
- ☐ From receipt to FOC is considered flow-through for this measure.
- ☐ SGT (Service Group Type)/SOT (Service Order Type) aggregate data includes all service group/service order combinations received electronically.

Disaggregation:

All orders received electronically:

- Reported for all electronically received orders by:
Percent of orders that flow through
Aggregate Service Group Type (SGT)/Service Order Type (SOT)
- Reported for all orders programmed to flow through by:
Percent of programmed orders that flow through
Service Group Type (SGT)/Service Order Type(SOT)

Calculation:

$$\frac{((\text{Number of valid mechanized orders that flow-through without manual intervention}) / (\text{Total valid mechanized service orders}) \times 100}$$

Report Structure:

- ☐ Needs to be reported by:
 - CLEC
 - CLECs in the aggregate
 - ILEC Affiliates

Benchmark:

Diagnostic only; benchmark to be determined by CPUC.

Provisioning

4a. Measurement

Percent of Due Dates Missed - POTS

Definition:

Percent of new, move, and change orders where installation was not completed by the due date.

Exclusions

Excludes non-business days

Excludes CLEC caused misses.

Excludes customer caused misses

- If the original due date on an order is missed due to customer reasons, the order should be excluded from this measure, regardless if there are future misses on the order (company or customer).
- If the original due date on an order is missed due to company reasons, the order should be included in this measure, regardless if there are future misses on the order (company or customer).

Business Rules:

- ☐ Report period is a calendar month
- ☐ The start time of requests received after the end of the business day will be the beginning of the next business day. Business day is defined as published hours of operation or the ILEC ordering center.
 - Business days (M-F, excluding PB/NB official holidays)
 - Business hours:
 - Resale/Retail 8 a.m. to 5 p.m.
 - Facility based 8 a.m. to 5 p.m.
- ☐ Excludes non-business days.
- ☐ Excludes CLEC caused misses.
- ☐ Excludes end customer caused misses.
- ☐ Due date is defined as original due date or final due date if the original due date was missed due to customer reasons.
- ☐ Data is to be reported by Field Work/No Field Work
- ☐ Results reported by Missed Appointment (MAC) reason codes as diagnostic data.
- ☐ "T" orders are considered "New" orders for purposes of the report.

Disaggregation:

Comparison for Resale is analogous Retail product. Products included are:

POTS Residence/Business

Field Work/No Field Work as appropriate

Calculation:

(Total Number of Missed Due Dates Due to ILEC Reasons for New, Move and Change Orders / Total Number of New, Move and Change Orders) x 100

Benchmark:
Parity

Report Structure:

- Needs to be reported by:
 - CLEC
 - CLECs in the aggregate
 - ILEC
 - ILEC Affiliates

4b. Measurement

Percent of Due Dates Missed - Design

Definition:

Percent of new, move, and change orders where installation was not completed by the due date.

Exclusions

Excludes non-business days.

Excludes CLEC caused misses.

Excludes customer caused misses

- If the original due date on an order is missed due to customer reasons, the order should be excluded from this measure, regardless if there are future misses on the order (company or customer).
- If the original due date on an order is missed due to company reasons, the order should be included in this measure, regardless if there are future misses on the order (company or customer).

Business Rules:

- ☐ Report period is a calendar month
- ☐ The start time of requests received after the end of the business day will be the beginning of the next business day. Business day is defined as published hours of operation or the ILEC ordering center.
 - Business days (M-F, excluding PB/NB official holidays)
 - Business hours:
 - Resale/Retail 8 a.m. to 5 p.m.
 - Facility based 8 a.m. to 5 p.m
- ☐ Excludes non-business days.
- ☐ Excludes CLEC caused misses.
- ☐ Excludes end customer caused misses.
- ☐ Due date is defined as original due date or final due date if the original due date was missed due to customer reasons.
- ☐ Results need to be reported by Missed Appointment (MAC) reason codes as diagnostic data.
- ☐ "T" orders are considered "New" orders for purposes of the report.

Disaggregation:

Comparison for Resale is analogous Retail product. Products included are:

ISDN BRI

CENTREX

PBX

DDS

DS1/ISDN PRI

DS3

VGPL/DS0

Field Work/No Field Work as appropriate

Calculation:

(Total Number of Missed Due Dates Due to ILEC Reasons for New, Move and Change Orders / Total Number of New, Move and Change Orders) x 100

Report Structure:

- ☐ Needs to be reported by:
 - CLEC
 - CLECs in the aggregate
 - ILEC
 - ILEC Affiliates

Benchmark:

Parity

4c. Measurement

Percent of Due Dates Missed - UNE

Definition:

Percent of new, move, and change orders where installation was not completed by the due date.

Exclusions

Excludes non-business days.

Excludes CLEC caused misses.

Excludes end customer caused misses

- If the original due date on an order is missed due to customer reasons, the order should be excluded from this measure, regardless if there are future misses on the order (company or customer).
- If the original due date on an order is missed due to company reasons, the order should be included in this measure, regardless if there are future misses on the order (company or customer).

Business Rules:

- ☐ Report period is a calendar month.
- ☐ The start time of requests received after the end of the business day will be the beginning of the next business day. Business day is defined as published hours of operation or the ILEC ordering center.
 - Business days (M-F, excluding PB/NB official holidays)
 - Business hours:
 - Resale/Retail 8 a.m. to 5 p.m.
 - Facility based 8 a.m. to 5 p.m.
- ☐ Excludes non-business days.
- ☐ Excludes CLEC caused misses.
- ☐ Excludes end customer caused misses.
- ☐ Due date is defined as original due date or final due date if the original due date was missed due to customer reasons.
- ☐ XDSL loops will be identified by class of service + NC/NCI code and/or class of service + DSL reference in the S&E section of service order.
- ☐ Data is to be reported by Field Work/No Field Work
- ☐ Results need to be reported by Missed Appointment (MAC) reason codes as diagnostic data.
- ☐ Subsequent MAC codes need to be retained but not reported.
- ☐ "T" orders are considered "New" orders for purposes of the report.

Disaggregation:

**Parity for UNE measured
for the following UNEs:**

2/4w (8db) analog loop

(incl. Coin/analog, PBX)

2/4w (5.5 db) assured analog loop

2w digital loop(ISDN capable)

2w digital loop(xDSL capable)

4w digital loop (1.544Mbps capable)

UNE Port-Basic Analog/Coin

UNE Port-CENTREX

UNE Port-ISDN (BRI)

UNE Port-DS1/ISDN-PRI

(incl. DS1 line port)

UNE Port-PBX DID

UNE Dedicated Transport

(incl.DS1 and DS3)

UNE Platform

Interconnection Trunks

Calculation:

(Total Number of Missed Due Dates Due to
ILEC Reasons for New, Move and Change
Orders / Total Number of New, Move and
Change Orders) x 100

Benchmark:

Parity

Pacific Bell/Nevada Bell Retail

POTS - Business (fielded)

POTS Business Assured (PBX)

ISDN(BRI)

ADSL

DS1

POTS - Business (fielded)

CENTREX

CENTREX

DS1/ISDN(PRI)

PBX DID

HICAP (DS1 & DS3)

Analogous Retail Service

ILEC Dedicated Trunks

Report Structure:

☐ **Needs to be reported by:**

- **CLEC**
- **CLECs in the aggregate**
- **ILEC**
- **ILEC Affiliates**

4d. Measurement

Average Completion Notice Interval

Definition:

Measures the average time per order to issue notification to CLEC of a completed order.

Exclusions

- ☐ Excludes weekends and ILEC published holidays.
- ☐ Exclude PIC and LPIC orders.

Business Rules:

- ☐ Report period is a calendar month.
- ☐ 24 hour clock is used to measure interval for all interfaces other than LEX, EDI.
- ☐ Excludes weekends and ILEC published holidays.
- ☐ Exclude PIC and LPIC orders.

Disaggregation:

Fully electronic orders that flow through (LEX, EDI)

All interface types

Calculation:

Fully Electronic:

**Sum ((Date and Time of Completion
Notification to CLEC) – (Date and Time of
Work Completion)) / (Number of Service
Orders Completed)**

Report Structure:

- ☐ Needs to be reported by:
 - CLEC
 - CLECs in the aggregate
 - ILEC Affiliates
- ☐ By all interface types.

Benchmark:

Fully electronic (orders that flow through) (LEX, EDI) -

Benchmark Standard:

Average 20 minutes

All other interfaces

Benchmark Standard:

90% within 24 hours (1 business day)

5a. Measurement

Percentage Troubles in 30 Days for New Orders - POTS

Definition:

Measures the percent of network customer trouble reports received within 30 calendar days of service order completion.

Exclusions

- ☐ Excludes CPE and IEC/CLEC caused troubles.
- ☐ Excludes Subsequent reports.
- ☐ Excludes Message Reports (circuit reports for which ILEC has no records).
- ☐ Excludes Message Covers.
- ☐ Excludes troubles associated with inside wire.
- ☐ Excludes ILEC employee generated reports.
- ☐ Excludes informational type of requests and other requests (refer to M&P).
- ☐ Excludes Trouble Reports received on the due date (which are reported in the "Provisioning Troubles" measure).
- ☐ Excludes trouble reports for Retail New Connect Service occurring prior to due date (no trouble report taken on a service that does not exist yet).
- ☐ Exclude PIC and LPIC orders.

Business Rules:

- ☐ Excludes CPE and IEC/CLEC caused troubles.
- ☐ Excludes Subsequent reports.
- ☐ Excludes Message Reports (circuit reports for which ILEC has no records).
- ☐ Excludes Message Covers.
- ☐ Excludes troubles associated with inside wire.
- ☐ Excludes ILEC employee generated reports.
- ☐ Excludes informational type of requests and other requests (refer to M&P).
- ☐ Excludes Trouble Reports received on the due date (which are reported in the "Provisioning Troubles" measure).
- ☐ Excludes trouble reports for Retail New Connect Service occurring prior to due date (no trouble report taken on a service that does not exist yet).
- ☐ Exclude PIC and LPIC orders.

Disaggregation:

Comparison for Resale is analogous Retail product. Products included are:

**POTS Residence
POTS Business**

Calculation:

(Total Number of Customer Trouble reports received within 30 calendar days of service order completion / Total Number of new, move, and change completed orders) x 100

Benchmark:

Parity

Report Structure:

□ Needs to be reported by:

- CLEC
- CLECs in the aggregate
- ILEC
- ILEC Affiliates

5b. Measurement**Percentage Troubles in 30 Days for New Orders - Design****Definition:**

Measures the percent of network customer trouble reports received within 30 calendar days of service order completion.

Exclusions

- ☐ Excludes CPE and IEC/CLEC caused troubles.
- ☐ Excludes Subsequent reports.
- ☐ Excludes Message Reports (circuit reports for which ILEC has no records)
- ☐ Excludes Message Covers.
- ☐ Excludes troubles associated with inside wire.
- ☐ Excludes ILEC employee generated reports.
- ☐ Excludes informational type of requests and other requests (refer to M&P).
- ☐ Excludes Trouble Reports received on the due date (which are reported in the "Provisioning Troubles" measure).
- ☐ Excludes trouble reports for Retail New Connect Service occurring prior to due date (no trouble report taken on a service that does not exist yet).
- ☐ Exclude PIC and LPIC orders.

Business Rules:

- ☐ Excludes CPE and IEC/CLEC caused troubles.
- ☐ Excludes Subsequent reports
- ☐ Excludes Message Reports (circuit reports for which ILEC has no records).
- ☐ Excludes Message Covers.
- ☐ Excludes troubles associated with inside wire.
- ☐ Excludes ILEC employee generated reports.
- ☐ Excludes informational type of requests and other requests (refer to M&P).
- ☐ Excludes Trouble Reports received on the due date (which are reported in the "Provisioning Troubles" measure).
- ☐ Excludes trouble reports for Retail New Connect Service occurring prior to due date (no trouble report taken on a service that does not exist yet).
- ☐ Exclude PIC and LPIC orders.

Disaggregation:

Comparison for Resale is analogous Retail product. Products included are:

ISDN BRI
CENTREX
PBX
DDS
DS1/ISDN PRI
DS3
VGPL/DS0

Calculation:

(Total Number of Customer Trouble reports received within 30 calendar days of service order completion / Total Number of new, move, and change completed orders) x 100

Report Structure:

□ Needs to be reported by:

- CLEC
- CLECs in the aggregate
- ILEC
- ILEC Affiliates

Benchmark:

Parity

5c. Measurement

Percentage Troubles in 30 Days for New Orders - UNE

Definition:

Measures the percent of network customer trouble reports received within 30 calendar days of service order completion.

Exclusions

- ☐ Excludes CPE and IEC/CLEC caused troubles.
- ☐ Excludes Subsequent reports.
- ☐ Excludes Message Reports (circuit reports for which ILEC has no records).
- ☐ Excludes Message Covers.
- ☐ Excludes troubles associated with inside wire.
- ☐ Excludes ILEC employee generated reports.
- ☐ Excludes informational type of requests and other requests (refer to M&P).
- ☐ Excludes Trouble Reports received on the due date (which are reported in the "Provisioning Troubles" measure).
- ☐ Excludes trouble reports for Retail New Connect Service occurring prior to due date (no trouble report taken on a service that does not exist yet).
- ☐ Exclude PIC and LPIC orders.

Business Rules:

- ☐ Excludes CPE and IEC/CLEC caused troubles.
- ☐ Excludes Subsequent reports.
- ☐ Excludes Message Reports (circuit reports for which ILEC has no records).
- ☐ Excludes Message Covers.
- ☐ Excludes troubles associated with inside wire.
- ☐ Excludes ILEC employee generated reports.
- ☐ Excludes informational type of requests and other requests (refer to M&P).
- ☐ Excludes Trouble Reports received on the due date (which are reported in the "Provisioning Troubles" measure).
- ☐ Excludes trouble reports for Retail New Connect Service occurring prior to due date (no trouble report taken on a service that does not exist yet).
- ☐ Exclude PIC and LPIC orders.
- ☐ If UNE and PNP occur on the same service order, UNE used for reporting the measure.
- ☐ XDSL loops will be identified by class of service + NC/NCI code and/or class of service + DSL reference in the S&E section of service order.

Disaggregation:

Parity for UNE measured
for the following UNEs:

2/4w (8db) analog loop
(incl. Coin/analog PBX)
2/4w (5.5 db) assured analog loop
2w digital loop(ISDN capable)
2w digital loop(xDSL capable)
4w digital loop (1.544Mbps capable)
UNE Port-Basic Analog/Coin
UNE Port-CENTREX
UNE Port-ISDN (BRI)
UNE Port-DS1/ISDN-PRI
(incl. DS1 line port)
UNE Port-PBX DID
UNE Dedicated Transport
(incl. DS1 and DS3)
UNE Platform
Interconnection Trunks

PNP (Port out)

Calculation:

(Total Number of Customer Trouble reports
received within 30 calendar days of service
order completion / Total Number of new,
move, and change completed orders) x 100

Benchmark:

Parity

Pacific Bell/Nevada Bell Retail

POTS - Business

POTS Business Assured (PBX)

ISDN(BRI)

ADSL

DS1

POTS - Business

CENTREX

CENTREX

DS1/ISDN(PRI)

PBX DID

HICAP (DS1 & DS3)

Analogous Retail Service

ILEC Dedicated Trunks

(Issue still to be resolved)

Report Structure:

□ Needs to be reported by:

- CLEC
- CLECs in the aggregate
- ILEC
- ILEC Affiliates

6a. Measurement

Average Completed Interval - POTS

Definition:

Average business days from receipt of valid, error-free service request to completion date in service order system for new, move, and change orders.

Exclusions

- ☐ Excludes non-business days.
- ☐ Excludes customer requested due dates other than interval offered and orders delayed for customer reasons.
 - If the original due date on an order is missed due to customer reasons, the order should be excluded from this measure, regardless if there are future misses on the order (company or customer).
 - If the original due date on an order is missed due to company reasons, the order should be included in this measure, regardless if there are future misses on the order (company or customer).
- ☐ Exclude PIC and LPIC orders.

Business Rules:

- ☐ Report period is a calendar month.
- ☐ The start time of requests received after the end of the business day will be the beginning of the next business day. Business day is defined as published hours of operation or the ILEC ordering center.
 - Business days (M-F, excluding PB/NB official holidays)
 - Business hours:
 - Resale/Retail 8 a.m. to 5 p.m.
 - Facility based 8 a.m. to 5 p.m.
 - Excludes non-business days.
- ☐ Excludes customer requested due dates other than interval offered and orders delayed for customer reasons.
 - If the original due date on an order is missed due to customer reasons, the order should be excluded from this measure, regardless if there are future misses on the order (company or customer).
 - If the original due date on an order is missed due to company reasons, the order should be included in this measure, regardless if there are future misses on the order (company or customer). Exclude PIC and LPIC orders.
- ☐ By field work/no field work.